Title: CONVERSATION MANAGEMENT SYSTEM FOR.... Docket No.: BEAS-01033US5 Inventor(s): Rocky Stewart. et al. Serial No.: Unknown Agent: Karl Kenna Confirm No: Unknown Phone: (415) 362-3800 Filed: Herewith Express Mail No.: EL622695266US

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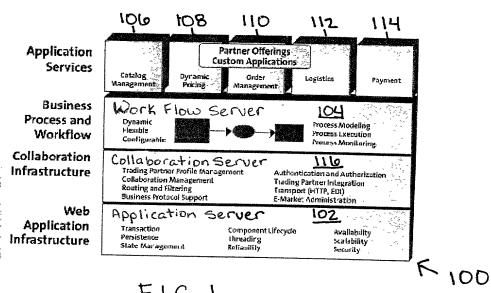


FIG. 1

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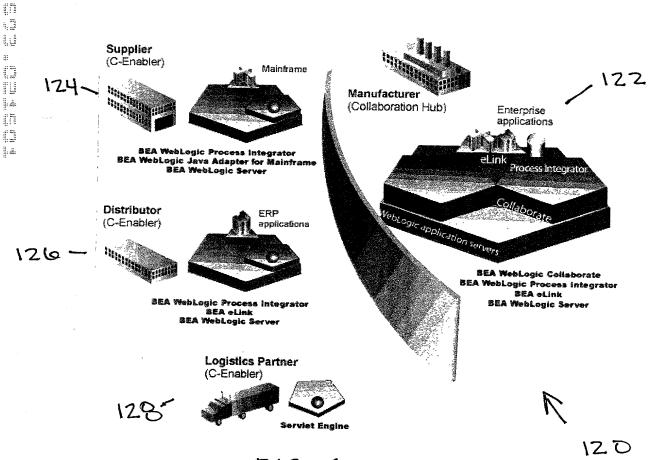


FIG. Z

Title: CONVERSATION MANAGEMENT SYSTEM FOR....

Docket No.: BEAS-01033US5 Inventor(s): Rocky Stewart, et al.

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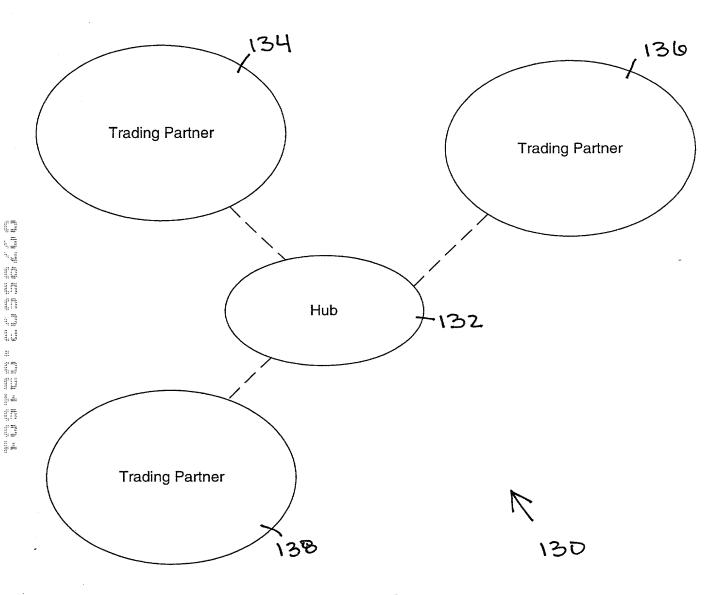


FIG. 3

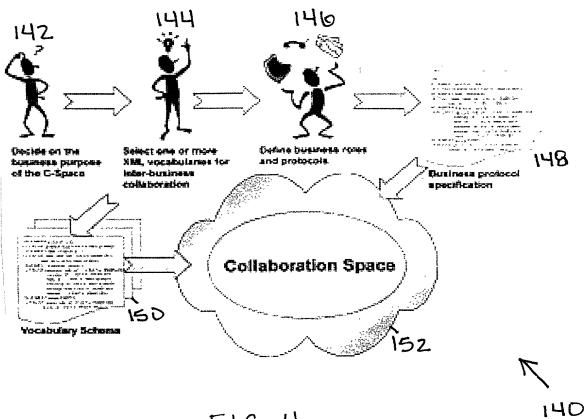
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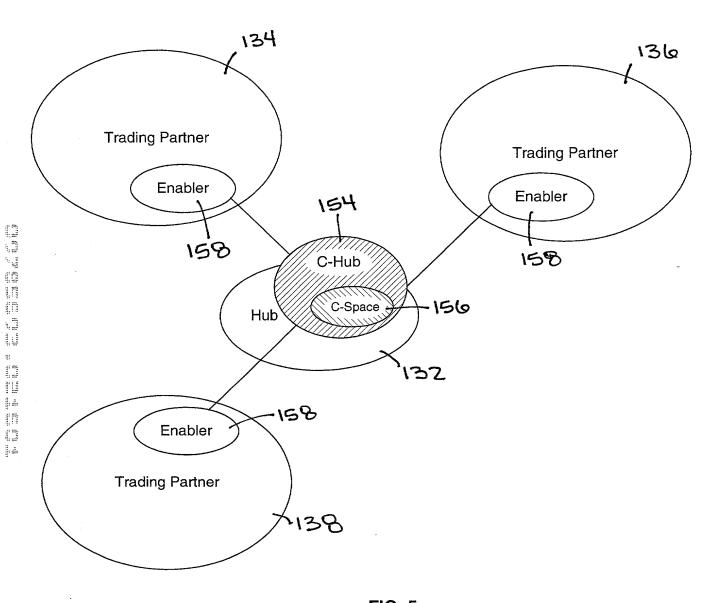


FIG. 5

Title: CONVERSATION MANAGEMENT SYSTEM FOR....

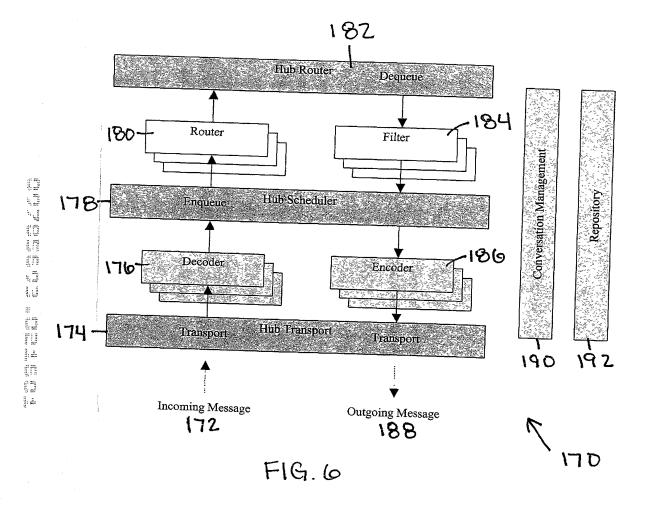
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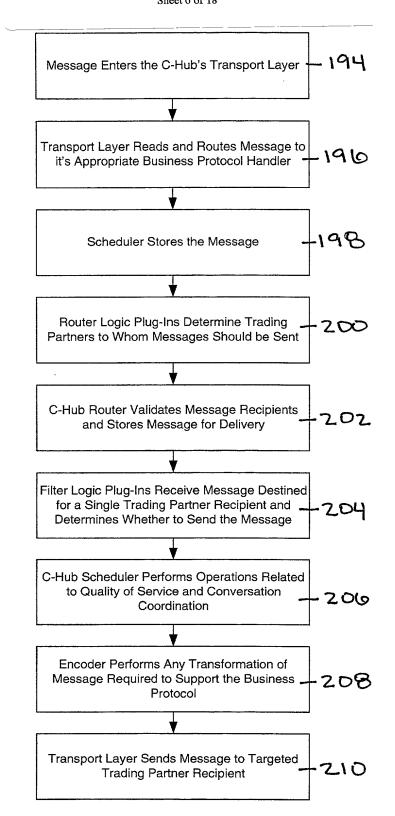


FIG. 7

le: CONVERSATION MANAGEMENT SYSTEM FOR....

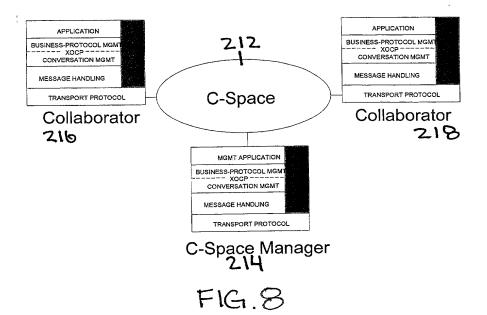
Docket No.: BEAS-01033US5

Inventor(s): Rocky Stewart, et al. Agent: Karl Kenna

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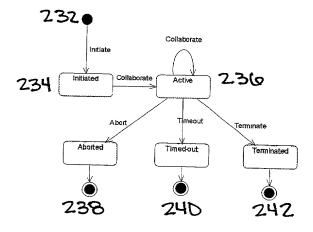


FIG. 9

CONVERSATION MANAGEMENT SYSTEM FOR.... Title:

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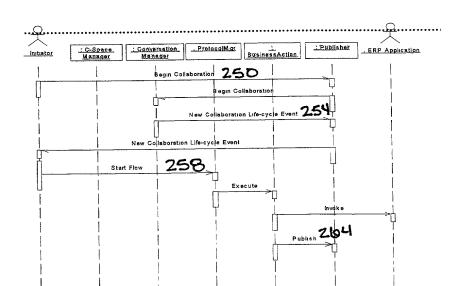
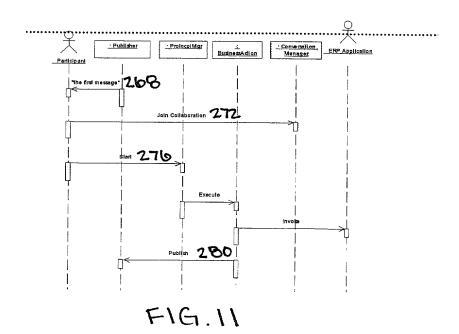


FIG. 10



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FIG. 12

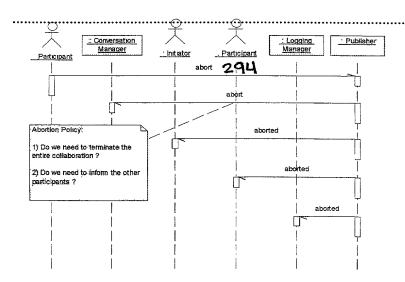


FIG. 13

Title: CONVERSATION MANAGEMENT SYSTEM FOR....
Docket No.: BEAS-01033US5 Inventor(s): Rocky Stewa

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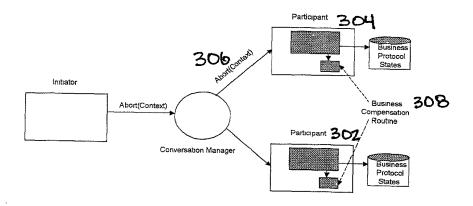


FIG. 14

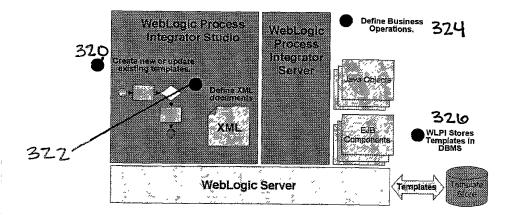


FIG. 15

Title: CONVERSATION MANAGEMENT SYSTEM FOR.... Inventor(s): Rocky Stewart, et al. Docket No.: BEAS-01033US5

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Applications Start Workflow Instances and Execute Tasks

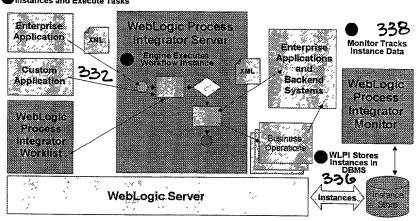


FIG. 16

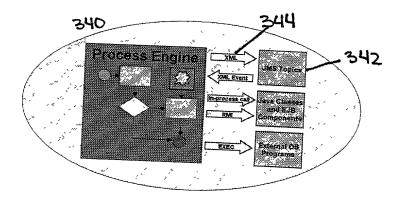


FIG. 17

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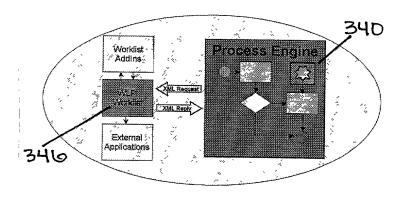
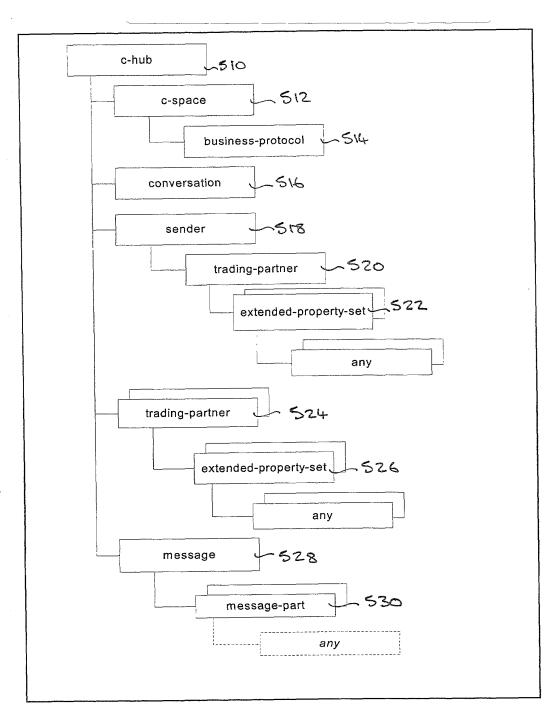


FIG. 18

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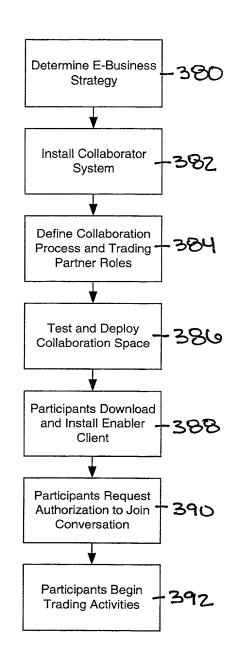


FIG. 20

CONVERSATION MANAGEMENT SYSTEM FOR....

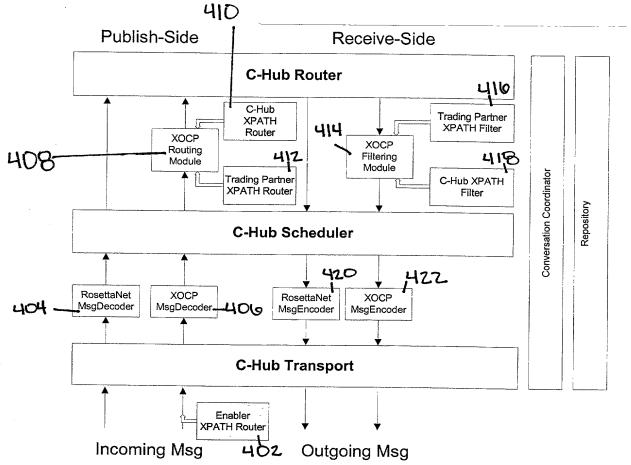
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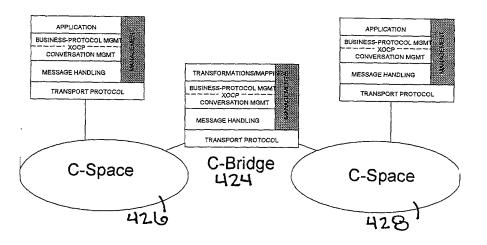
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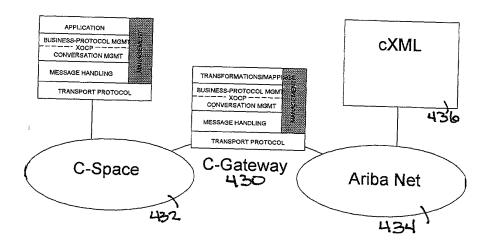


FIG. 23

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CONVERSATION MANAGEMENT SYSTEM FOR

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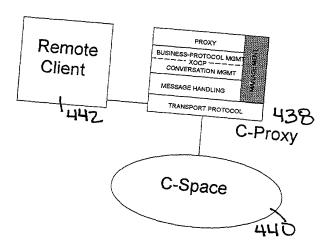
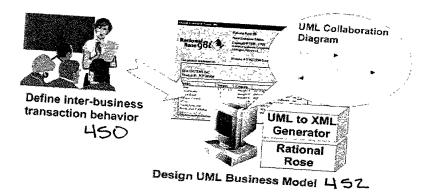


FIG. 24



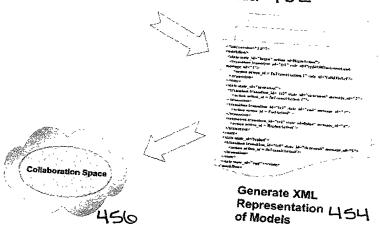


FIG. 25

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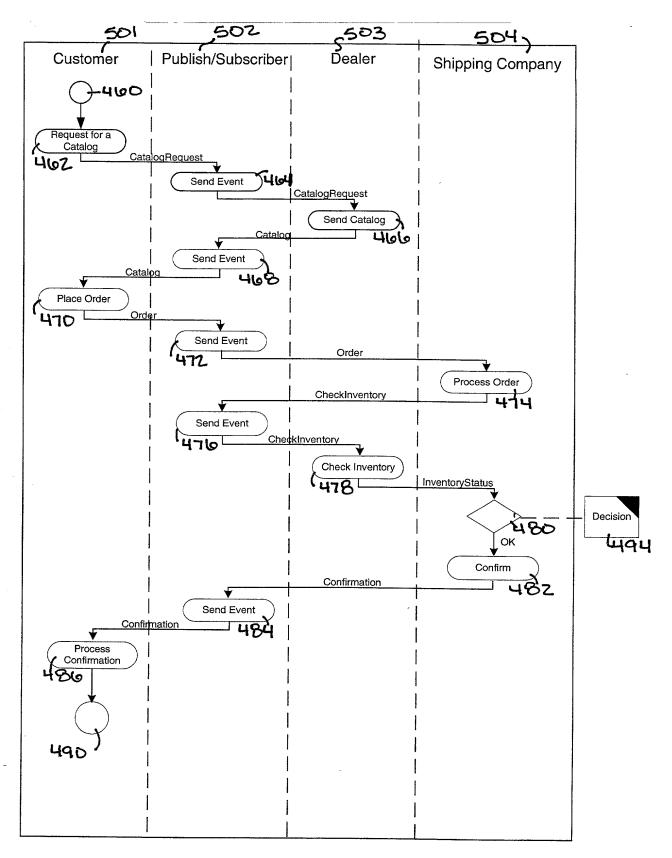


FIG. 26